



## Avoiding Divide Between Able and Disabled Communities

The following narrative provides a plan on how Hitch will prevent divide between able and disabled communities:

In accordance with the accessibility plan that Hitch has submitted to the Commission, we are all very much aligned with the interest to make Hitch an accessible platform and transit solution. We have already begun that process (independent of regulatory requirements) by recruiting drivers with accessible vehicles and by making our app and site accessible—per the WCAG 2.0 AA standard.

As we begin to operate and grow, we will closely monitor the usage data we gathered and ensure that we continue to improve on the accessibility front. To that end, we will implement solutions for passengers to communicate their needs to our technology platform via the application itself—including but not limited to access needs and service animal accompaniment. The passenger will communicate these needs in a seamless way, as explained in the Accessibility Plan, such that the booking process is as simple for a disabled passenger as it is for an able passenger. Additionally, we will integrate the feature-set for both passengers and drivers to ensure that the paired driver can meet the needs of the passenger.

We will continue working with our community to bring more accessible vehicles onto our platform via additional community drivers. We have initial plans for how to incentivize drivers, as covered in the Accessibility Plan document, but we will continue to brainstorm additional solutions, regardless of the efficacy of the proposed ones.

Finally, we will closely monitor any and all support issues arising from service usage, including potential discrimination that takes place through our rating system. We will implement an open text-field comment box, which will serve as additional signal for any discrimination that passengers or drivers exhibit toward each other. Tracking those issues internally, we will act in accordance with our zero-tolerance policy for discrimination.

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